

REQUEST FOR QUOTATION

Learning and Development Catalogue

EIT DIGITAL IVZW

Brussels, 25th June 2025

1. Definitions

Agreement – The framework agreement, service agreement and/or agreement to delivery on which the Assignment is executed in accordance with the Tender.

Assignment – The services and/or products that Supplier will deliver in accordance with the Tender and the Agreement. The Assignment is explicitly described in Section 3.

BVFM – (Best Value for Money) The Tender which provides the most advantageous combination of cost, quality and/or sustainability

KIC – The EIT's Knowledge and Innovation Communities are partnerships that bring together businesses, research centers and universities.

Offer – The complete offer of the Supplier including all documents with which EIT Digital IVZW can determine if the Supplier and its Offer meet the minimum requirements and to what extent the offer qualifies as BVFM (Best Value For Money).

Qualitative Criteria - Qualitative criteria are intended to provide EIT Digital IVZW with certainty about the quality of the Offer to complete the Assignment as desired and within the timeframe.

Minimum Requirements - Minimum criteria that a company as a whole or any proposed individual must possess to be considered for award of the Agreement.

RFP (Request for Proposal) – Underlying document with which the Supplier is asked to submit its Offer provided that it is fulfilling the minimum requirements.

RFQ (Request for Quotation) – Underlying document with which the Supplier is asked to submit its quotation for the services specified.

Service(s) and/or Products - Requested services and/or products as defined in this document.

Supplier - The legal entity (or combination of legal entities) that is requested to submit an offer in accordance with the Assignment and corresponding requirements as formulated in this Tender.

Tender - refers to the contract opportunities published by public sector organizations for goods, services, works and utilities.

Tenderer - A legal entity (or combination of legal entities) that is willing to submit and/or has submitted a Tender in accordance to the Assignment and corresponding requirements as formulated in this RFP.

Third parties – All parties except: Client, the Tenderers and all their legally related parties.

Qualitative selection criteria – Qualitative criteria are intended to provide Client with certainty on the quality of the Tenderer to complete the Assignment as desired and within the timeframe.

Working day – A calendar day, not the Saturday or Sunday, not an internationally respected holidays and/or the equivalent of such a day as respected by Client.

2. About EIT Digital

EIT Digital is a Knowledge and Innovation Community (KIC) of the European Institute of Innovation and Technology (EIT), co-funded by EU.

EIT Digital believes in making and shaping a competitive digital Europe that is inclusive, fair and sustainable, and it aims at global impact through European innovation fueled by entrepreneurial talent and digital technology.

EIT Digital embodies the future of innovation by mobilizing a pan-European multi-stakeholder, open innovation ecosystem of top European corporations, SMEs, start-ups, universities, and research institutes, where students, researchers, engineers, business developers and investors address the technology, talent, skills, business, and capital needs of digital entrepreneurship.

EIT Digital builds the next generation of digital ventures, digital products and services, and breeds digital entrepreneurial talent, helping business and entrepreneurs to be at the frontier of digital innovation by providing them with technology, talent, and growth support.

3. Scope of the RFQ

To foster the growth and development of our workforce, EIT Digital is issuing this Request for Quotation (RFQ) to identify service provider(s) capable of supporting in building and delivering a comprehensive Learning and Development (L&D) catalogue. The selected provider(s) will help address training needs identified through a recent Learning Needs Assessment survey, conducted in March 2025.

The L&D catalogue will encompass a range of learning services, including:

1. Facilitated, off the shelf trainings related to the topics of:

- Negotiation and conflict management
- Time management and productivity
- Assertive and effective communication
- Project management

See section 3.1 for more details in terms of learning objectives.

Key characteristics:

- **Training structure:** Each training should follow a similar structure: 2–3 hours for the main session, preceded by preparatory pre-work (e.g. a preparatory task card, a short e-learning to complete, etc..) and followed by a 1.5-hour debrief session to be hosted 4/6 weeks after the main training session.
- **Audience:** Open to all employees, regardless of their role and seniority.
- **Customization:** Limited adjustments may be needed to tailor content to specific audiences. Adjustments will eventually be discussed on a case-by-case basis.
- **Format:** Training sessions will primarily be facilitated virtually. Face-to-face sessions may be arranged on a case-

by-case basis, with a preference for our HQ office in Brussels. Additional locations, such as Madrid, Budapest, or Trento, may also be considered if necessary.

- **Language of delivery:** English.
- **Delivery timeline:** these training sessions will take place between October and December 2025.

2. Facilitated, co-designed training programs on the topics of:

- Effective leadership
- Stakeholder management
- Change management and resilience

As these programs will be co-developed, the content of the trainings may vary slightly, upon mutual agreement, to better align with EIT Digital's strategy, objectives, and key priorities.

Learning Journeys Format:

- **Duration:** to be defined on a case-by-case basis.
- **Audience:** Open (upon invitation) to High Potentials and/or People Managers
- **Approach:** Co-developed with the HR and/or management teams to ensure alignment with organizational goals, context and challenges.
- **Training format:** to be defined on a case-by-case basis.
- **Language of delivery:** English.
- **Delivery timeline:** subject to the design and validation timelines. As a target objective, these learning journeys should be designed, and kicked off, by the end of Q1 2026.

3.1. Open-enrollment training programs: high-level learning objectives

As a reference, for open enrollment trainings, these are the indicative learning outcomes.

These learning objectives serve as a guideline and are more indicative rather than exhaustive. Suppliers are encouraged to propose training programs from their existing libraries that might be in line with these objectives.

Negotiation and Conflict Management

- Understand the fundamental principles of negotiation, including preparation, strategy, and effective communication.
- Identify and apply techniques to manage and resolve conflicts in a constructive manner.
- Develop skills to maintain professionalism and build trust during challenging discussions.
- Practice creating win-win outcomes in negotiations and dispute resolution scenarios.

Time Management and Productivity

- Recognize and prioritize tasks using time management frameworks (e.g., Eisenhower Matrix).
- Develop skills to identify and minimize time-wasting habits and distractions.
- Learn techniques for effective delegation and workload management.
- Practice setting realistic goals and managing deadlines to enhance personal and team productivity.

Assertive and Effective Communication

- Differentiate between passive, assertive, and aggressive communication styles and their impact.
- Learn techniques to express ideas and feedback clearly and respectfully.
- Build confidence in handling difficult conversations and managing interpersonal dynamics.
- Develop active listening skills to improve understanding and collaboration.

Project Management

- Understand the fundamentals of project management, including planning, execution, and monitoring.
- Learn to define project goals, scope, and deliverables effectively.
- Develop skills to create and manage timelines, budgets, and resources.
- Practice risk assessment and problem-solving techniques for managing project challenges.

3.2. Key responsibilities:

The selected provider(s) will be responsible for:

- **Developing and/or Delivering Training Programs:** Create and facilitate engaging, high-quality training sessions that align with identified organizational needs and support employee skill development.
- **Customizing Content when and if needed:** Tailor training materials and delivery to meet specific organizational and participant requirements, ensuring the content and examples presented are relevant to EIT Digital's context and reality.
- **Collaborating with the EIT Digital project team:** Work closely with the project team (HR and, when needed, management teams or Subject Matter Experts) to co-design leadership programs and align training strategies with organizational goals.
- **Ensuring effective employee engagement:** Employ interactive and innovative approaches to foster active participation and practical application of the learnings by participants.
- **Evaluating Success:** Assess, together with the HR team, the effectiveness of training programs through feedback and measurable learning outcomes, providing recommendations for continuous improvement on the quality of the trainings.

3.3. Timeline

The selected provider(s) will be responsible for the development, preparation and/or delivery of the trainings, as indicated in section 3.

Indicatively, deliverables will be distributed as follows (scheduling of the deliverables may be subject to change):

July – August 2025

- Host a kick-off meeting to define the scope of work, ways of working and plan key milestones of the project.
- For the selected off the shelf training courses, share detailed outlines, agendas and training materials to the EIT Digital's HR team to get feedback and identify potential elements to customize.
- Based on the feedback, start the customization work.

September 2025

- Onboard trainers on EIT Digital's strategy, context and learning objectives.
- Ultimate the customization work and share final output with EIT Digital's HR Team.
- Together with EIT Digital's HR Team, start defining key focus areas for co-designed programs targeting High Potentials and People managers.

October - December 2025

- Deliver off the shelf training sessions.
- Together with EIT Digital's HR Team, collect and analyze participants' feedback and define improvement points for the future.
- Carry out design process for co-developed learning programs (modality, routines and final output will be mutually agreed once the selection process has been concluded).

- Kick-off of selected learning journeys for High Potentials and/or People Managers.
- Host a retrospective meeting to assess the partnership (quantitative and qualitative results, feedback on ways of working, etc)

4. Eligibility Criteria

The selected provider(s) must demonstrate the following expertise and capabilities:

Experience in Adult Learning Programs

- Demonstrated expertise in advising on learning strategies and designing adult learning programs tailored for international, multi-stakeholder organizations.
- Proven track record of successfully delivering similar learning programs.

Language Proficiency

- Trainers and core team members must have excellent command of the English language.

Relevant Trainer(s) Experience

- Trainers must have verifiable experience in delivering training programs for international organizations, preferably in diverse, cross-cultural settings.

Collaborative Approach

- Willingness to engage in a collaborative partnership with the project team, including co-defining ways of working and ensuring alignment with organizational goals.

Knowledge of Learning Innovations

- Knowledge of the latest learning technologies, methodologies, and topics.

Leadership Development Expertise

- Demonstrated capability in leadership assessment and development, with a focus on fostering skills relevant to organizational leadership challenges

5. Duration of Assignment

The Agreement is estimated to start on July 31st, 2025 and shall be deemed completed upon acceptance of delivery of all commissioned deliverables, or end of contractual term on December 31st, 2025, whichever occurs first.

6. Key Selection Criteria

The following elements will be considered in the selection of any potential Supplier:

6.1 Quality of the proposal (30 points):

- Assessing the quality of the off-the-shelf offering (15 points)
- Approach and design principles for the bespoke learning journeys (15 points)

6.2 Expertise and track record (25 points):

- Experience in the industry (10 points)
- Trainer's profiles (15 points)

6.3 Value for money (25 points): assessing the quality-price ratio.

6.4 Collaboration and partnership (20 points):

- Proposed team evaluation (10 points)
- Routine & ways of working (10 points)

Total maximum score: **100 points**.

7. RFQ Procedure

7.1. RFQ Timeframe

The indicative timeframe of this selection procedure is:

Invitation to RFQ:	25 th June 2025
Deadline for questions submission;	2 nd July 2025
Proposal Submission Date;	9 th July 2025
Award Date:	16 th July 2025 (Tentative)

Questions will be addressed on July 3rd.

7.2. Submission of offers

The Offer must be e-mailed in English, in a PDF format, to the following address before the deadline (9th July, 2025), to the attention of:

Contact Name: Riccardo Cunico

E-mail: tenders@eitdigital.eu

The proposal shall contain the following documents (not necessarily in this order):

1. Profile of the organization
2. Profile of the core team members and trainers who will be involved in the project, highlighting their expertise and past experiences.
3. Qualitative offer (outline of approach, methodology, off the shelf training outlines and/or suggested services for the areas of interest).
4. Relevant case studies (if applicable)
5. Rate card (PDF or Excel) expressed in EUR. VAT shall be indicated separately

8. General Provisions

8.1. Tender Participation

Participation in this Tender is only open to the invited Supplier, provided that Supplier demonstrates proven capability to meet the requirements of Section 3.0, and through provision of data and / or online links to at least two examples of similar types of engagement. If Supplier calls upon resources and/or experiences of Third parties, he must (within 5 working days upon request) submit a legally signed declaration of the Third party in which the Third party declares to apply the necessary resources whenever the Supplier requests.

EIT Digital IVZW is not obligated to award the Assignment. EIT Digital IVZW is at all times permitted to end this procurement procedure and to start a new process whenever and however desired. In addition to this, EIT Digital IVZW reserves the right to suspend or cancel the Agreement, where the procurement procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the Agreement, EIT Digital IVZW may refrain from concluding the Agreement. In the event of cancellation of the proposal procedure, EIT Digital IVZW will notify Supplier of the cancellation.

Supplier shall take all measures to prevent any situation where the impartial and objective implementation of the Agreement is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests').

Supplier should inform EIT Digital IVZW immediately if there is any change in the above circumstances at any stage during the implementation of the tasks.

EIT Digital IVZW will not compensate any costs incurred by Supplier relating to this procurement procedure. EIT Digital IVZW has no intention of completing this procedure unsuccessfully. However, if situations arise that result in the decision to terminate the procurement procedure in whole or in part, temporarily or completely, and / or not to award the Assignment before or after receiving the Offer, Supplier is not entitled to compensation of any kind whatsoever. In no event shall EIT Digital IVZW be liable for any damages or whatsoever including, without limitation, damages for loss of profits, in any way connected with this procurement procedure, even if EIT Digital IVZW has been advised of the possibility of damages.

8.2. Communication During Procedure

During this proposal request it is prohibited to communicate with any other employee or otherwise to EIT Digital IVZW related person regarding this opportunity other than the EIT Digital Procurement Manager.

Whenever Supplier thinks the pricelist and/or this Tender misses any components that would be considered vital to fulfil any potential Assignment, we expect Supplier to inform EIT Digital IVZW.

Responses should be concise and clear. The Offer will be incorporated into any Agreement that results from this procedure. Supplier is cautioned not to make claims or statements that it is not prepared to commit to contractually.

Supplier represents that the individual submitting the Legal entities proposals is duly authorized to bind its entity to the Offer as submitted. Supplier also affirms that it has read the Tender and has the experience, skills and resources to perform, according to conditions set forth in this Tender and the Offer. Supplier must be represented by its Legal representative who has to sign the legally signed Offer letter, that should be added as part of the Offer.

8.3. Ownership and Confidentiality

Supplier may use the information that EIT Digital IVZW provides regarding this Tender only for the purpose for which it was provided: (possible) participation in the Tender.

Supplier is obligated to treat the information EIT Digital IVZW provides regard to this Tender in a confidential matter. Supplier will also impose this obligation upon Third parties with whom the Supplier wishes to fulfil the requirements and / or the Assignment. This confidentiality will remain in effect during four years after the procurement procedure has ended.

EIT Digital IVZW retains ownership of all Offers received under this procurement procedure. Offers will not be returned nor deleted at the end of the procurement procedure. Proprietary information identified as such, which is submitted by Supplier with regards to this procurement, will be kept confidential.

All material and content created or procured during the assignment are property of EIT Digital and are to be delivered to EIT Digital within the agreed timeframe after the Full Assignment sign-off. The sign-off will be confirmed to the Supplier by an email from EIT Digital Procurement Manager. EIT Digital has the full copyright to all videos created in the Assignment.

EIT Digital IVZW has the right - without notification - to share the Offer the Agreement to internal audit services from EIT, to the European Court of Auditors, to the Financial Irregularities Panel and/or to the European Anti-Fraud Office. This right remains in effect during the implementation of the Agreement and for four years after the completion of the Assignment. EIT Digital IVZW is allowed to do so for the purposes of safeguarding the EU's financial interests.

Publicity or advertising relating to, following, or by reference to this Assignment by or on behalf of the Supplier, on or after the procurement procedure is only permitted upon prior written consent of EIT DIGITAL IVZW.

Oral notices, commitments or agreements have no legal power. All relevant information will be digitally provided in the documents.

All data exchange, work and correspondence during the procurement procedure and the performance of the Assignment will be in English or another language, the supplier and EIT Digital IVZW choose to use for communication.

By submitting the Offer, Supplier fully and unconditionally agrees with the requirements and terms set out in the Tender document. Submitting the Offer differently than described in this section will not be accepted.

The Offer needs to be submitted before the closing date and time specified in the Timeframe.

EIT Digital IVZW reserves the right to check all submitted data without further permission of the Supplier and if necessary, by accessing the specified reference persons.

Kindest regards,

Riccardo Cunico